

Job Description

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| Role Title: | Specialist Case Adviser (Hate Crime and Racism) |
| School / Dept: | Student Experience and Support |
| Reference: | MPF3166 |
| Grade: | Grade 6 |
| Full or Part time: | Full time |
| Hours: | 36.25 |
| Reports to: | Case Management Team Manager |

Overview

Student Experience and Support

The University of Salford is committed to ensuring that all students, irrespective of their diverse backgrounds, can integrate into all aspects of university life and access the help available at the University to ensure their academic success, whilst recognising the holistic need to support growth in their personal and social lives.

Student Experience and Support works on the frontline with students and ensures they are supported to achieve success in their personal lives while they are studying. Bringing together Customer Contact, Student Support and Safeguarding and Campus Experience, the Directorate aims to provide agile and adaptive services to support enhancement of the student experience and performance throughout the student journey.

Role Purpose

We recognise that the complexity and number of reports around sexual violence, racism, hate crime, stalking, domestic abuse and bullying and harassment is increasing and to enable us to lead the way and be sector leaders in supporting students, we need to do things differently.

The Specialist Case Adviser (Hate Crime & Racism) will work across all these areas but will have particular knowledge in the areas of racism and hate crime. A knowledge of safeguarding and bullying and harassment is also important, and a knowledge of sexual violence is an advantage. They will not only lead on supporting students in this area from initial report to an outcome, but also be able to advise other colleagues in this specialist and complex area. They will manage their own case load, supporting students every step of the way, creating strong relationships and making referrals to specialist services and external agencies, and keeping students up to date on University processes and the progress of their case. They will be an advocate for students working with, and changing, when necessary, the way the University works in this area.

The role holder will also be responsible for developing and delivering presentations and workshops to larger groups of students and colleagues. They will also be involved in working across the University on policy and process development, and communicating our message of inclusion, diversity and our anti-racism and anti-hate across our community.

The Specialist Case Adviser (Hate Crime & Racism) will also be able to carry out investigations and will be part of panels for formal processes.

Principal Duties & Responsibilities

- Liaise with the relevant University staff, both in the central support services and in the faculties and schools to manage and coordinate cases that have been assigned to you.
- Challenge current academic practice where necessary to embed inclusive practice within teaching, learning and assessment
- Lead on and be a specialist in cases around racism and hate crime.
- To assign and manage cases that are reported to the University from point of reporting to final resolution.
- Manage a caseload and provide case-specific advice to university staff when appropriate.
- Be able to manage other cases, when necessary, such as sexual violence and misconduct, domestic abuse and bullying and harassment.
- Be the primary point of contact with students and staff who report cases to the University.
- Record and maintain detailed and accurate student records in accordance with the General Data Protection Regulations 2018
- Ensure service level key performance indicators are met
- Take responsibility for the collation of data and the production and analysis of reports which support the Respect, Culture and Behaviours team and the University in meeting its obligations and in improving our service offer
- Liaise with School, Professional and Administration Service staff to develop an awareness of inclusive practice and to play an active role in supporting the staff to effect change
- Deliver presentations to internal and external stakeholders to deliver key messages and raise awareness of inclusive practice
- Participate in thematic research and projects to support the University in developing their approach to an inclusive student experience

- Continually develop professional expertise through attendance at relevant conferences, seminars and training courses and through networking raise the profile of the University of Salford
- Develop resources to increase communication with students, staff, and stakeholders to generate a positive impact for the students and the University
- To co-ordinate relevant campaigns that are rooted in evidence.
- Engage with the University's commitment to deliver value for money services that optimise the use of resources by maintaining a cost-conscious approach when undertaking all duties and aspects of the role
- Perform any other duties appropriate to the grade as may be required by the Head of Student Support/Associate Director of Student Support and Safeguarding
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy

In addition, the post holder will have responsibility for:

- Develop and maintain symbiotic relationships with specialised external agencies and the police.
- To sit on panels when necessary and co-ordinate University panel for formal processes.
- To assist in the promotion of reporting routes University wide.
- To sit on any relevant external committees or groups as appropriate.
- Assisting in the development of policy, guidance and processes in the area.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Please note that it is a condition of this post that you can take part in student services work between 8am and 8pm and that may include weekend and evening working and beyond core hours. The Team provide services across any campus location, so colleagues are expected to work at different University buildings including MediaCityUK

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D), and will be assessed by Application Form (A), Interview (I), Presentation (P), or Test (T), as indicated.

Qualifications

1. Undergraduate degree or equivalent experience in a similar field (E) (A) (I)
2. An inclusion and diversity, mediation, or similar qualification, as well as Sexual Violence Liaison Officer Training (D) (A) (I)
3. Sexual Violence Liaison Officer accreditation or willing to work towards gaining this accreditation (D) (A) (I)

Background and Experience

4. Experience of working in an inclusion and diversity/ conflict resolution related role (E) (A) (I) (P)
5. Experience of developing policies and processes and managing/ reporting on their performance in a large complex organisation (E) (A) (I)
6. Proven analysis skills with the ability to anticipate potential problems in a demanding environment, and the ability to identify and implement solutions (E) (A) (I)
7. Strong stakeholder engagement and management experience with proven experience of influencing at all levels of the organisation (E) (A) (I)
8. Experience of managing projects which require influencing and persuading skills at all levels of the organisation (E) (A) (I)
9. Experience of team management (D) (A) (I)

Knowledge

10. A full understanding of the relevant legal and political framework around reporting, discrimination, hate crime, sexual assault and misconduct and be able to apply that to a University setting (E) (A) (I)
11. A full understanding of safeguarding and other legal responsibilities (E) (A) (I)
12. An understanding of the Higher Education sector and the challenges it faces (D) (A) (I)

Skills and Competencies

13. Demonstrates strong IT proficiency with the capability to compile and present precise, comprehensive data and information. Consistently documents clear and accurate case notes, including initial disclosures (E) (A) (I)
14. The ability to conceptualise, develop and monitor policies, processes and frameworks for a range of purposes (E) (A) (I)
15. The ability to act with complete discretion in managing highly sensitive situations (E) (A) (I)
16. The ability to manage and resolve conflict with solution-focused guidance (E) (A) (I) (P)
17. Outstanding interpersonal and communication skills, with a proactive approach and the ability to act with emotional intelligence and sensitivity, at all times (E) (A) (I) (P)
18. Problem solving skills including being able to routinely identify potential issues with the ability to think quickly and innovatively and to react positively to changing requirements (E) (A) (I) (P)
19. An empathetic, professional and student led approach (E) (A) (I)
20. Effective mediation skills (D) (A) (I)
21. The ability to contribute and challenge on how University of Salford can improve the way in which we engage with our diverse internal and external community and become more inclusive (E) (A) (I) (P)